



CAS Support Services – Active Support

Introduction

Switching to self-filing your customs declarations from a 3rd party such as a customs broker or freight forwarder may feel challenging but it really shouldn't. At Customs4trade (C4T) we enable some of the biggest brands to self-file their customs declarations and reap the benefits of reduced costs and gained control of their customs data.

To support our customers with the transition to self-filing, we ensure software guidance, training and documentation (such as an elaborate help centre), shared with the customer during onboarding, as well as product maintenance guaranteeing availability and performance of our software's product features.

Next to Standard Support, which is included in your CAS subscription by default, we offer Active Support to customers who require proactive monitoring of customs declarations by the C4T team.

Description

In order to comply with the legal obligations and to place goods under a customs procedure, a customs declaration needs to be lodged. In case declaration errors pop up, C4T's Active Support team can assist you with proactive guidance and resolutions.

C4T will be actively monitoring and tracking business-critical alerts in the system and investigate their root cause. When the root cause has been identified, we'll contact the customer to align on the suggested resolution.

Active Support also includes additional support for CAS admin and configuration topics using decision tables. C4T aims to identify and optimise customer's flows and automation, to avoid similar errors in the future. If improvements to decision tables are being identified, we'll contact the customer and align on the suggested change before implementing it.

Lastly, Active Support includes additional support for quarterly reporting linked to Special Procedures.

Included in Active Support

Declaration management

- Proactive investigation and resolution suggestions of declaration errors for the following alerts: validation violation, customs errors, provider errors, sending errors or release not received error
- Proactive assistance on the finalisation of the declaration flow in CAS, e.g. declarations in 'release not received' status
- Assistance on activating/deactivating the business continuity procedure (BCP) feature during customs outages
- Assistance in handling BCP and queued declarations after the business continuity procedure has been deactivated
- Product assistance and guidance on deletion, amendment, invalidation of declarations in existing flows and procedures
- Assistance on documentary controls requested by the customs authorities
- On request: amendment and invalidation of customs declarations and submission to customs authorities

CAS admin and configuration

- Support in setting up new decision tables, as well as applying improvements to existing decision tables based on the declaration errors received, as long as they are part of your existing flows

Special Procedures

- Assistance with the creation of monthly/quarterly reports for Special Procedures.

With Active Support, the complete declaration status flow is being monitored by C4T experts in case of errors. If the customer needs to intervene, C4T will reach out and propose a resolution.



Active Support gives us the peace of mind that our customs operation is being actively monitored by C4T's expert support team. It has allowed us to in-house our customs formalities whilst retaining the support levels we experienced from a broker



Not included in Active Support

Ad hoc customs consulting, document services (such as TRACES, IPAFFS, TSS), tariff classification nor measures determination, authorisation management and -requests , Special Procedures guidance (compliance check of documents), etc.

How does it work?

C4T will be actively monitoring the pre-defined triggers, like customs errors, and will suggest their resolution options via a dedicated ticket.

In case of additional questions on other cases, the customer triggers Active support for each matter where assistance is required via a dedicated ticket. Once this ticket has been created, the C4T team will investigate and propose resolution options or next steps.

Note that our support services will be delivered within Service Level Agreements in place.

When?

Coverage is foreseen during standard business hours: Monday to Friday, 9am to 5pm CET.



Get in touch

We'd love to hear from you.

For more information or to contact us, visit our website or email: info@customs4trade.com

go beyond compliance

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